



State of Iowa

Department of Administrative Services

Fleet Services Policies and Procedures Manual

Effective 7/1/16

This manual is provided to assist State of Iowa drivers in obtaining economical and professional services from the Department of Administrative Services (DAS) Fleet Services under the authority of Code of Iowa sections 8A.361 through 8A.366 and related Iowa Administrative Rules which implement the Code. The Rules may be amended and will govern in case of any inconsistencies between the Rules and this manual. The policies and procedures contained herein apply to all officers and employees of state offices, departments, bureaus and commissions, except the Iowa Department of Transportation, institutions under the Iowa Board of Regents, and any other agencies exempt by law.

(Revised 8/1/16)

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I. GENERAL FLEET POLICIES AND PROCEDURES

VEHICLE ASSIGNMENT AND RESPONSIBILITIES

DAS Fleet Services is granted the authority to purchase and assign motor vehicles to state agencies per Code of Iowa sections [8A.361](#) and [8A.362](#).

Passenger sedans, trucks, enforcement and utility vehicles are assigned to state departments meeting the minimum annual mileage criteria determined each year to justify the retention or the addition of a state owned vehicle. Passenger vehicles not driven the minimum number of miles may be reassigned or turned in to DAS Fleet Services for sale at auction.

State of Iowa vehicles are requested and assigned to individual employees using the ***Vehicle Assignment Form***. Vehicle Assignment Forms are available from DAS Fleet Services and must be completed by the requesting agency's primary fleet coordinator prior to the issuance of a new vehicle or any change in driver status, i.e. new address, telephone number, etc. The requesting agency must indicate the responsible individual and complete all the requested information.

Per [11 IAC 103.4](#), vehicles are assigned according to the number of passengers and intended use to maximize passenger miles per gallon of motor vehicle fuel.

Agency and driver responsibilities for assigned vehicles include:

- Authorized drivers must possess a current and valid driver's license before operating any state-owned vehicle per [11 IAC 103.6](#).
- The assigned driver is responsible for complying with the Department of Administrative Services' rules and regulations.
- The agency is responsible for the care and proper maintenance of the vehicle(s) per Code of Iowa section [8A.362\(2\)](#).

Mileage reporting for Agency-Assigned State Vehicles

All drivers must report ending odometer, any scheduled service, date and odometer reading of that service on agency-assigned state vehicles using the Department of Administrative Service's website: <http://eservices.iowa.gov/dgsmrs/index.php>. The website is open from the first business day through the 10th working day of the month.

AUTHORIZED AND UNAUTHORIZED USE OF STATE VEHICLES

Only a state employee or other individual authorized to conduct state business may drive or be a passenger in a state vehicle. Occasionally, this may include consultants, contractors, or volunteers providing authorized services to a department of state government. In cases where an authorized non-state employee is required to drive a state vehicle, the requesting state agency shall provide DAS Fleet Services with the individual's driver's license number, as well as advance written notification. Employee spouses, children, relatives or any other unauthorized non-state employees shall not drive or be passengers in a state-owned or leased vehicle unless performing state business. Minors shall not be allowed to operate state vehicles under any circumstances.

Per Code of Iowa section [8A.363](#), state officers or employees shall not use a state-owned motor vehicle for personal private use. However, a vehicle may be driven to an assigned driver's home if the driver's home is the approved work location. Upon prior written request, the DAS Fleet Services manager may authorize a state vehicle to be driven home if the driver lives in the same direction as a scheduled trip destination. If granted, such authorization shall be limited for the specific driver, vehicle and destination. In these instances, department personnel must adhere to Iowa Department of Revenue regulations regarding commuting miles, meaning drivers must report having received a taxable benefit of \$1.50, or \$3.00 round trip, per day when state-owned vehicles are utilized in this fashion. Under no other circumstance is commuting in a state vehicle allowed.

In addition, the following are strictly forbidden in a state vehicle:

- Use by an employee who is under the influence of alcohol or drugs. Any occurrence is cause for the revocation of driving privileges or the withdrawal of the vehicle assignment.
- Installation and/or use of any radar-detection device.
- Use of cellular phones for data transmission (texting) is prohibited by statute.
- Hitchhikers (unless providing assistance to disabled motorists in emergency situations).

Use of cellular phones for voice communication by non-law enforcement personnel while operating a moving vehicle is highly discouraged.

EMPLOYEE REQUEST FOR REASONABLE ACCOMMODATIONS

Per DAS State Accounting Enterprise's (SAE) Policy and Procedures Manual section [210.130](#), employees unable to drive standard issue fleet vehicles assigned by either DAS Fleet Services or available through their agency motor pools, may request a reasonable accommodation for their vehicular requirements for the performance of their essential job functions.

Such requests shall be processed utilizing the guidelines established in [Chapter 4, section 4.66](#) of the Managers and Supervisors' Manual: <https://das.iowa.gov/human-resources/managers-supervisors-manual>, and a copy of HRE [Request for Reasonable Accommodation](#) form (CFN 552-0574) shall be furnished to DAS Fleet Services for recording purposes.

Departments are authorized to approve employee requests for vehicular accommodation up to 14,000 miles annually on a fiscal year basis. Upon department determination that a vehicular accommodation is best provided by the utilization of the employee's personal vehicle for the performance of essential job duties, the employee will receive payment for the business use of their private vehicle at \$.39 per business mile (effective July 2013) up to 14,000 miles per fiscal year.

DRIVER'S LICENSE REQUIREMENTS

DAS's Administrative Rules require every employee to have a valid driver's license before operating a state-owned vehicle or conducting business in a personal vehicle, and DAS Fleet Services is responsible for maintaining and verifying employee driver's license records.

- **11 IAC 103.6 Valid driver's license required.** A state driver shall not drive a state or private vehicle on state business if the state driver does not currently possess a valid driver's license with the appropriate classifications, restrictions and endorsements.
- **11 IAC 103.11 Access to driving records.** DAS Fleet Services has the authority to monitor the Iowa department of transportation driving record of employees who drive a state vehicle or a private vehicle to conduct state business.

REQUIRED DRIVING CLASSES

Per [11 IAC 103.8](#), each state driver who is assigned a state vehicle or drives a state or private vehicle on state business at least 5,000 miles per year shall attend a Defensive Driving or Driver Improvement course every three years.

Defensive Driving classes are sponsored jointly by the Department of Administrative Services, Iowa Safety Council, and Department of Public Safety.

- Employees who are newly assigned to a state vehicle should attend the next available Defensive Driving class.
- Defensive Driving classes may be required (at the driver's agency expense) to restore fleet privileges. All drivers must notify their appropriate agency personnel and DAS Fleet Services immediately if their driver's license has been revoked, suspended, or restricted. The driver must also report any citations received while operating state-owned motor vehicles. The Department of Administrative Services (DAS), in conjunction with the Human Resources Enterprise (HRE), may terminate state vehicle driving privileges in these instances.
- Any drivers who have been issued a traffic citation or who have been involved in an automobile accident, which was totally or partially caused by their negligence, must attend the next available Defensive Driving class at the driver's agency's expense (costs will be included on monthly eDAS billings). For a complete list of qualifying incidents, refer to [IAC 11-103.12](#).

Driver Improvement classes are also available and may be required for certain violations. These classes are only at community colleges and paid for by the employee.

TRAFFIC LAW VIOLATIONS

Authorized drivers must not only know and obey all traffic laws, but also drive in a respectful and courteous manner while they are representing the State of Iowa. Citizen complaints, traffic law violations, speed camera tickets, and accidents where the state driver shares significant responsibility, may result in the suspension of driving privileges.

DAS Fleet Services regularly checks the driver's license numbers provided by state agencies for their state vehicle drivers. Driving privileges may be suspended or revoked for drivers with unacceptable records per [11 IAC 103.12](#).

MILEAGE AND REIMBURSEMENTS

Private Vehicle Use

To provide the most economical travel at state expense, State of Iowa employees shall utilize state-owned vehicles whenever possible for the performance of state business.

Per Code of Iowa [8A.363: Private Use Prohibited – Rate for State Business:](#)

- A state officer or employee shall not be compensated for driving a privately owned motor vehicle unless it is done on state business with the approval of the director*.
- In that case the state officer or employee shall receive an amount to be determined by the director*.
- The amount shall not exceed the maximum allowable under the federal internal revenue service rules per mile, notwithstanding established mileage requirements or depreciation allowances.
- However, the director* may authorize private motor vehicle rates in excess of the rate allowed under the federal internal revenue service rules for state business use of substantially modified or specially equipped privately owned vehicles required by persons with disabilities.
- A statutory provision establishing reimbursement for necessary mileage, travel, or actual expenses to a state officer falls under the private motor vehicle mileage rate limitation provided in section (8A.363) unless specifically provided otherwise.
- Any peace officer employed by the state as defined in section 801.4 who is required to use a private motor vehicle in the performance of official duties shall receive the private vehicle mileage rate at the rate provided in this section.
- However, the director* may delegate authority to officials of the state, and department heads, for the use of private vehicles on state business up to a yearly mileage figure established by the director.
- If a motor vehicle has been assigned to a state officer or employee, the officer or employee shall not collect mileage for the use of a privately owned motor vehicle unless the motor vehicle assigned is not usable.

** All references to “director” mean the director of the Department of Administrative Services or the director’s designee.*

Code of Iowa section 8A.363 does not apply to any of the following:

- a. Officials and employees of the state whose mileage is paid other than by a state agency.
- b. Elected officers of the state.
- c. Judicial officers or court employees.
- d. Members and employees of the general assembly who shall be governed by policies relating to motor vehicle travel, including but not limited to reimbursement for expenses, if such policies are otherwise established by the general assembly.

Reimbursement Rate Policy/Personal Mileage Ceiling

Per Code of Iowa section [8A.363](#), the DAS director annually establishes the maximum number of miles department employees may be reimbursed for personal use of their automobiles (mileage ceiling). The personal mileage ceiling is set at the current threshold where it is more economical to be assigned a state owned vehicle.

As stated in [SAE Travel Policy 210.130](#), the current mileage reimbursement rate is \$.39 per business mile (effective July 2013) up to the current mileage ceiling of 14,000 miles per fiscal year. Any mileage reimbursements submitted to SAE above the 14,000 limit will be rejected.

Departments are urged to encourage their employees to carpool or to utilize department pool vehicles to avoid the mileage reimbursement limit. Department personnel should review their employee mileage reimbursement and underutilized vehicles prior to submitting their annual requests for vehicles.

In conjunction with Code of Iowa section [8A.363](#), DAS has delegated authority to officials and department heads for use of private vehicles up to a maximum of 14,000 miles annually on a fiscal year basis, beginning July 1st of each year.

Volunteers and Members of Boards and Commissions

Per [SAE Travel Policy 210.130](#), members of boards, commissions, or the public volunteering their services to the State of Iowa, may receive the \$.39 per mile rate for private vehicle use in conducting official business up to the maximum of 14,000 miles annually on a fiscal year basis beginning July 1st of each year.

Out-of-Pocket Reimbursements

Each State of Iowa vehicle is issued a Wright Express (WEX) Fuel Card. WEX cards must be used for fuel and may be used for emergency and miscellaneous expenses – such as towing, wiper fluid, car washes (excluding mechanical repairs) – up to \$100.00. Using the WEX card reduces the need for out-of-pocket reimbursements and drastically reduces fleet operational processing costs.

Drivers may be reimbursed for the following out-of-pocket vehicle operational expenses only when no other method of payment is available.

- Out-of-state fuel and repair costs up to a maximum of \$300.00 per occurrence
- Certain emergency road services, such as tire changes and locked vehicle, up to \$100.00 per occurrence (WEX cards may be used if accepted)
- Miscellaneous purchases for tire repairs, vehicle fluids, car washes, etc., up to \$100.00 per occurrence (WEX cards may be used if accepted)

To claim reimbursement for out-of-pocket expenses, drivers must prepare a travel voucher. All travel vouchers are entered into the state accounting system by the driver's department, and all purchases are billed to the driver's department.

VEHICLE FUELING

Pursuant to Code of Iowa section [8A.362\(8\)](#) and [11 IAC 103.16\(1\)](#), fuel used in state-owned automobiles shall be purchased at cost from the various state installations or garages unless state-owned sources are not reasonably accessible. State-owned sources include but are not limited to:

- DAS Fleet fuel island at E. 7th and Court Avenue in Des Moines
- State Department of Transportation
- State Board of Regents
- Department of Human Services
- Department of Corrections
- State motor pools throughout the state

Unless E-85, diesel or other blend is required, all drivers of state vehicles shall fuel their assigned vehicles with self-service gasohol, a mixture of 10 percent ethanol and 90 percent gasoline (E10), unless under emergency circumstances per Code of Iowa [8A.362\(3\)\(b\)](#) and [11 IAC 103.16\(2\)](#).

E-85

To meet state and federal requirements, DAS Fleet Services has purchased vehicles capable of running on blends of up to 85% ethanol and 15% gasoline. These flexible-fuel vehicles have computers that measure the percentage of alcohol to gasoline and adjust the engine accordingly.

Departments and drivers assigned E-85 flexible fuel vehicles are required to purchase more than 50% of their annual fuel requirements with high blend ethanol. To help achieve this goal and promote renewable fuel produced in Iowa, per [11 IAC 103.16\(3\)](#) agency drivers shall:

- Ensure that flexible-fuel vehicles capable of operating on 85 percent ethanol (E-85) use E-85 fuel whenever an E85 fueling facility is available
- Only procure E-85 fuel a retail establishment if a state fueling facility is not readily available.
- Not completely fill their tank with gasohol (10% ethanol) when a lesser quantity will be adequate to complete their trip to an E-85 fueling site.

Government E-85 Facilities

Ames Dept. of Transportation 800 Lincoln way	Ames Iowa State University Transportation Services Haber Rd	Cedar Falls University of Northern Iowa 1801 31st St
Cherokee Mental Health Institute 1251 W Cedar Loop	Des Moines State of Iowa Vehicle Dispatch 301 E 7th St	Fort Dodge Fort Dodge Correctional Facility 1550 L St
Fort Madison Iowa State Penitentiary #3 John Bennett Drive	Glenwood Glenwood Resource Center 711 Vine St	Iowa City University of Iowa 603 S Madison

Johnston Iowa National Guard 7105 NW 70th Ave	Sioux City City Maintenance Garage 1821 18th St	
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Obtaining E-85 fuel at one of the state facilities has added benefits for the state. Not only will the fuel and oil be less expensive because it is purchased under state contract, but it also will not be necessary for Fleet Services to request refunds for the state and federal fuel taxes.

If it is not practical to fuel assigned vehicles at one of the state or other government facilities selling E-85 fuel, consult your Wright Express driver's guide for a listing of the retail fueling stations that accept the WEX fuel card. Drivers are encouraged to fill their vehicle at these stations with fuel containing at least 10% ethanol.

Retail E-85 Facilities

For the most current E85 retail fueling site listings, please refer to the flyer in your glove box packet or <http://www.iowacorn.org/>.

Diesel

Per [11 IAC 103.16\(4\)](#), agencies shall ensure that their diesel vehicles operate on biodiesel blends whenever the blends are available. It is also recommended that biodiesel blends be used within six months of purchase to ensure that the quality of the fuel is maintained.

DOT Diesel Fuel Facilities

The Department of Transportation provides diesel fuel at the following garage locations. Fuel purchased at these facilities is sold net of federal taxes and is a significant cost savings for your department.

Adair 300 Hill Crest RR 2 Adair, IA 50002	Albia 1501 S C Street Albia, IA 52531	Allison 12 Pfaltzgraff Allison, IA 50602
Ames 800 Lincoln Way Ames, IA 50010	Avoca 1110 Chestnut Avoca, IA 51521	Boone 615 Snedden Drive, Boone, IA 50036
Carlisle 5020 SE 64 th Ave Carlisle, IA 50047	Carroll 19382 190 th Street Carroll, IA 51401	Cedar Rapids 5455 Kirkwood Blvd SW Cedar Rapids, IA 52404-5217
Cherokee 1805 Industrial Road Cherokee, IA 51012-2235	Corning 2004 200 th Street Corning, IA 54606	Creston 405 S. Chestnut Creston, IA 50801

CVTC 600 18 th Street Charles City, IA 50616	Davenport 8721 NW Blvd Davenport, IA 52809	Decorah 2305 US 52 S Decorah, IA 52101
DeSoto 3354 Overton Circle Adel, IA 50003	Donnellson 900 Park St Donnellson, IA 52625	Elkader 22437 Iowa 218 Elkader, IA 52403
Fairfield 803 W. Adams Fairfield, IA 52556	Fort Dodge 2088 230 th Street Fort Dodge, IA 50501	Gowrie 815 Fourth Street Gowrie, IA 50543
Greenfield 2313 Iowa 92 E Greenfield, IA 50849	Hanlontown 753 Iowa 9 Hanlontown, IA 50444	Ida Grove 2387 Keystone Ave Ida Grove, IA 51445
Independence 2001 240 th Street Independence, IA 50644	Knoxville 300 W. Newbold Drive Knoxville, IA 50138	Latimer 1773 Heather Ave Latimer, IA 50452
Leon 1504 SW Lorraine St Leon, IA 50144	Malcom 1206 420 th Street Malcom, IA 50157	Martensdale 795 Iowa 92 W Martensdale, IA 50160
Missouri Valley 2308 U.S. 30 Missouri Valley, IA 51555	Mt Ayr 700 S. Henderson, RR1 Mount Ayr, IA 50854	Muscatine 417 Lake Park Blvd. Muscatine, IA 52761
Newhall 7318 27 th Ave Watkins, IA 52354	Newton 2300 W 19 th Street S Newton, IA 50208	Oakdale (Coralville) 2600 Coral Ridge Ave Coralville, IA 52241
Onawa 1800 Iowa 175 W Onawa, IA 51040	Ottumwa 2903 N. Court Road Ottumwa, IA 52501	Pacific Junction 21112 Kane Ave Pacific Junction, IA 51561
Perry 14455 N Ave U.S. 169 Perry, IA 50039	Pocahontas 405 NW Seventh Street Pocahontas, IA 50574	Sabula 60255 U.S. 52 Sabula, IA 56809
Sac City 2903 W Main St Sac City, IA 50583	Sidney 1305 Filmore Sidney, IA 51652	Sigourney 23301 Iowa 149 Sigourney, IA 52591

Sioux City I-29 200 S Hamilton Blvd. Sioux City, IA 51108	Sioux City 75th 4623 U.S. 75 N Sioux City, IA 51108	Sloan 3250 Dallas Ave. Sloan, IA 51055
Soldier 210 Iowa 37 Soldier, IA 51572	Tipton 2092 Moscow County Rd X-54 Tipton, IA 52772-0348	Urbana 5397 31 st Ave Urbana, IA 52345
Williamsburg 2507 210 th Street Williamsburg, IA 52361		

Biodiesel

Biodiesel can be operated in any diesel engine with little or no modification to the engine or the fuel system. Biodiesel has a solvent effect that may release deposits accumulated on tank walls and pipes from previous diesel fuel storage. The release of deposits may clog filters initially and precautions should be taken. Ensure that only fuel meeting the biodiesel specification is used.

- For a complete list of stations in Iowa that offer soy biodiesel blends, visit: <http://www.iasoybeans.com/programs/biodiesel>
- For more biodiesel information, visit: <http://www.biodiesel.org/>

WRIGHT EXPRESS FUEL (WEX) CARD

Each State of Iowa vehicle is issued a Wright Express (WEX) Fuel Card for fuel purchases. These cards are assigned to vehicles, not individuals, and shall only be used for the vehicle to which it is assigned. The official vehicle license plate number is printed on the face of the cards.

To find a WEX-accepting fuel station near you, visit: http://www.wexcard.com/fleet/accepting_wex
Drivers should contact WEX directly to report any problems with cards at fueling stations by calling the toll-free number on the back of the card.

WEX Customer Service

Customer Service: 1-866-544-5796

Technical Problems: 1-800-842-0071

Fax: 1-800-395-0809

Important: WEX cards must be used for fuel and may be used for emergency and miscellaneous expenses (excluding mechanical repairs) up to \$100. The State of Iowa purchasing card (Pcard) may only be used for vehicle accessories – such as running boards, toppers, tool boxes, and key replacements – but no fuel, mechanical repairs or other vehicle expenses.

Card Replacement

If a state WEX card has been lost or stolen, WEX must be notified immediately.

- Each department has a WEX card administrator (the primary fleet coordinator) who must contact WEX for replacement cards.
- The administrator should receive the replacement credit card from WEX within five business days from the date of request.
- Replacement cards can be sent via overnight service at the requesting agency's expense.

Please call DAS Fleet Services at 515-281-5122 with any questions.

Card PIN Reset

If necessary, a driver's personal identification number (PIN) may be changed by calling WEX Customer Service directly at 1-866-544-5796, or online by the department's WEX card administrator or DAS Fleet Services.

Requests may take up to 48 hours before all WEX sites have the new driver information.

II. VEHICLE MAINTENANCE

SCHEDULING SERVICE

The DAS Fleet Garage is staffed to complete required services and repairs. Walk-ins are accepted, but appointments are greatly appreciated. For scheduling, please call the Garage at 515-281-3162.

REPORTING MECHANICAL PROBLEMS

DAS Fleet vehicles are regularly inspected and serviced, but mechanical breakdowns do sometimes occur. It is the driver's responsibility to have the fleet vehicle properly repaired and returned to DAS Fleet Services. To help prevent future breakdowns, it is imperative that drivers report any mechanical problems to DAS Fleet Services.

Motor Pool customers are asked to report any vehicle issues in the comment section of the Agile FleetCommander online reservation system after completing their trips.

WARRANTY PROVISIONS

State drivers and agency fleet administrators are obligated to familiarize themselves with each of their assigned vehicles' warranty provisions. Warranty provisions vary by vehicle manufacturer and vehicle model year. It is best to consult the owner's manual for specific information on a vehicle. This information is contained in the Vehicle Warranty book and the Owner's Manual, which should be kept in the vehicle glove box at all times. Suspected mechanical defects or drive ability problems should be resolved prior to the vehicle warranty expiration.

MINIMUM MAINTENANCE SCHEDULE

DAS Fleet Services has implemented the following minimum maintenance schedules.

For all state-owned vehicles classified under 1 1/2 tons:

- Oil and filter change every 5,000 miles or 6 months
- Chassis lubrication every 5,000 miles or 6 months
- The frequency between oil and filter changes and chassis lubrications are maximums under normal driving conditions.
- Oil and filter changes and chassis lubrications should be performed more frequently for vehicles that are driven under more extreme driving conditions.

PREVENTIVE MAINTENANCE INSPECTIONS (PMI)

Complete Preventative Maintenance Inspections (PMI) must be performed at odometer increments of 30,000 miles, or every eighteen months, whichever occurs first. Drivers should schedule an appointment in advance and plan to allow the following minimum time frames to complete a PMI and any additional work if any is necessary:

- 30,000 mile PMI – one day
- 60,000 mile PMI – two days
- 90,000 mile PMI – two to three days

For Law Enforcement, please review your maintenance manuals for preventative maintenance timelines. Preventative maintenance inspections may only be performed at the DAS Fleet Garage or at an authorized dealer's facility.

Minimum requirements for (PMI) are as follows:

Visual Inspection

The components below are replaced if needed.

- Inspect lights
- Inspect exhaust for leaks
- Inspect suspension for loose or worn parts
- Inspect brakes for hydraulic leaks or worn components
- Inspect tires for wear or broken belts

Tune Motor

- Replace electrical parts as needed (plugs, wiring, etc.)
- Fuel Delivery System, filters, etc.
- Cooling system: inspect belts, hoses, water pump, and inspect radiator for leaks and clogs

Service Automotive Transmission

- Change fluid as recommended by Manufacturer
- Change filter as recommended by Manufacturer
- Adjust linkage if needed

Alignment

- Check alignment of front and/or rear-end and adjust to manufacturer's specifications

Complete Lubrications

- Change of engine oil and filter is done at this time if needed

Service Records

Service records for fleet vehicles are kept at the DAS Fleet Garage. To determine what maintenance services need performed and when, call the Garage at 515-281-3162 for assistance. If service is due, appointments are appreciated to ensure prompt customer service.

SERVICE PROVIDERS

To help meet the needs of DAS Fleet Services' customers, DAS Fleet Services has identified other service providers qualified for servicing state fleet vehicles throughout the state.

State and Other Government Facilities

The following government service facilities have agreed with the State of Iowa to provide fuel, labor and parts at competitive rates for scheduled 30,000 mile/18-month preventative maintenance inspections, electrical, drive train and emergency repairs.

State Fleet Garage 301 E 7 th St Des Moines IA 50319 515- 281-3162	City of Sioux City, City Maintenance Garage 1821 18 th St Sioux City, IA 51105 712-258-5161
Iowa DOT Motor Pool 800 Lincolnway Ames IA 515- 239-1597	University of Northern Iowa Motor Pool 1801 W 31 st Street Cedar Falls, IA 319-273-2869
University of Iowa Motor Pool 603 S Madison Iowa City IA 52242 319- 335-5088	

If you are within the DAS Fleet Garage service area or within a reasonable distance from one of the facilities listed above, please utilize one of these government service facilities as your first choice for the following benefits:

1. The automotive technicians are qualified and capable of providing first class service.
2. Labor rates are less expensive.
3. An internal payment mechanism exists for the efficient transfer of funds.
4. Fuel purchased from a state department or a political sub-division is also sold net of fuel and state taxes.

5. Typically, the only requirement for service is identification verifying that you are a State of Iowa driver. Always provide your official state license plate number and department name and sign any completed work order.

Important: The service provider must obtain verbal approval of the DAS Fleet Garage Supervisor at 515-281-3162 before proceeding with any unscheduled or scheduled service or repairs estimated to exceed \$300.00.

Direct-Billed Service Providers

DAS Fleet Services has agreements with the following providers:

- Ford-Lincoln and Chrysler dealerships for convenient service and integrated online billing
- Goodyear, Firestone, and Michelin for discounted tire prices at participating distributors and dealers

For the most current listing of Goodyear, Firestone, and Michelin locations, visit:

<http://www.goodyear.com/en-US/tires/tire-shop/all>

<http://www.firestonecompleteautocare.com/locate/>

<http://dealer-locator.michelinman.com/US/en/>

These national agreements with direct-billed service providers offer two main benefits:

- Centralized electronic billing for all Ford, Chrysler, Goodyear, Firestone and Michelin locations
- Accurate corporate billing and customer service assistance to resolve local service issues

There are occasions when state drivers may need to obtain service from a business not having a contractual relationship with DAS Fleet Services. Most General Motors dealerships and automotive parts suppliers fit in this category. These invoices must include the official state license number and vehicle ID number (VIN), be authorized by the driver, and submitted for payment directly to:

Iowa Department of Administrative Services
Attention: DAS Finance
Hoover Building, 3rd Floor
1305 E Walnut Street
Des Moines, IA 50319-0150

To ensure timely payment and prevent confusion, vendor invoices must be mailed directly to DAS Finance – not given to the driver. Refer vendor billing questions to DAS Finance at 515-281-0887 for more information.

Important: Remember, repairs greater than \$300 require prior approval from DAS Fleet Services. Vendors must call the DAS Fleet Garage supervisor at 515-281-3162 for approval prior to service.

III. RISK MANAGEMENT (EMERGENCIES, ACCIDENTS, REPAIRS AND INSURANCE)

LOST KEYS

In the event that a key to a vehicle is lost, drivers may contact the nearest dealership to have replacement keys made. The expense may be direct billed to the State, paid with a State of Iowa purchasing card (Pcard), or paid by the employee and reimbursed as an out-of-pocket expense.

The driver must provide the dealership with the key number for the vehicle. The key number can be found on the bottom section of the vehicle assignment form or may be obtained by calling the DAS Fleet Garage at 515- 281-3162. If the vehicle is a DAS Motor Pool vehicle, please call 515-281-5123. For after hours or weekend assistance, call 515-897-8728.

VEHICLE DISABLEMENT (ROADSIDE ASSISTANCE AND TOWING)

The state's WEX card program provides emergency and after-hours roadside assistance for towing, jump-starts, tire changes, locked cars or fuel delivery through NAC Fleet Rescue. For assistance, call the 800# on the vehicle's yellow NAC Fleet Rescue card 24 hours a day – 1-866-329-3471. Required information includes: driver's name, company name, vehicle description and location, WEX card # and vehicle card #, contact phone # and towing destination (if applicable).

If a vehicle has a mechanical breakdown, the driver shall take the following steps:

1. Within 35 miles of Des Moines, call NAC Fleet Rescue for towing to the Fleet Garage at 301 E. 7th Street, Des Moines, Iowa.
2. Outside a 35-mile radius of Des Moines, call NAC Fleet Rescue for towing to the nearest factory authorized service facility.
3. Notify Fleet Services immediately of the breakdown. Provide the name, address and phone number of the service facility.
4. Contact your agency to arrange alternate transportation to your office or to continue on to your destination. Alternate transportation with Enterprise Rent-A-Car may be arranged by contacting DAS Motor Pool at 515-281-5123.
5. Arrange transportation to the service facility upon completion of repairs and drive the vehicle to the Fleet Motor Pool.

REQUIRED REPORTING/ACCIDENT PROCEDURES

Per [11 IAC 103.7](#) a state driver must report any potential liability, collision, or comprehensive loss which occurs while conducting state business to the DAS Fleet Services Risk manager. Failure to do so may result in payment of any loss from the funds of the state driver's employing agency rather than from the state self-insurance fund. All documentation, such as proof of required class completion and insurance coverage, must be provided to the DAS Fleet Services Risk manager.

In the event of an accident or incident resulting in vehicle damage, drivers must follow the instructions provided on the insurance card and Vehicle Accident Reporting Procedures packet in the vehicle's glove box after notifying the DAS Fleet Services Risk manager (immediately or within 24 hours following an incident).

1. Complete the [Iowa Vehicle Accident Report Form](#) in the glove box. All damage, Minor dents, scratches, window cracks, etc. must be indicated on this form. (Fillable forms are also available on the [DAS Fleet Services website](#).)
2. **Important:** The damage report must be completed by the driver and emailed within 72 hours to DAS.Risk@iowa.gov or mailed to:
DAS Risk Management
301 E. 7th Street
Des Moines, Iowa 50319-0250
A copy should also be forwarded to the department headquarters to which the driver is assigned.
3. The assigned driver must notify the appropriate law enforcement department who will determine the extent of their investigation in the accident/incident.
4. In all instances of vandalism the appropriate law enforcement agency must be notified.
5. ADDITIONALLY, if the combined property damage exceeds \$500 or a personal injury is involved, a [Department of Transportation Report of Motor Vehicle Accident Form](#) must be completed and distributed within 72 hours as follows:
 1. The original to the Department of Transportation;
 2. One copy attached to the damage report submitted to DAS Fleet Services
 3. One copy attached to the damage report submitted to the driver's headquarters.
6. All repairs must be completed within 60 days from the occurrence. Failure to do so may result in rejection of repairs or right to the repair under DAS Fleet insurance.

If you are in an accident or incident that involves serious injury or death, contact the DAS Fleet Risk manager at 515-725-2243 during business hours, 515-897-8728 after hours, or Fleet Services at 515-281-5122.

Important:

- Do not admit liability.
- Do not attempt to settle your claim. You are not authorized to do so.
- Address all correspondence to:
DAS Fleet Services/ Risk Management
301 East 7th Street
Des Moines, Iowa 50319-0250
Phone 515-725-2243

REPAIRS (AUTO BODY AND AUTOMOTIVE GLASS)

In the event of vehicle damage, it is the driver's responsibility to arrange for the vehicle to be repaired and returned to DAS Fleet Services. If it is not safe to drive, contact NAC Fleet Rescue at 1-866-329-3471 for towing, or the DAS Fleet Risk manager for assistance at 515-725-2243, or 515-897-8728 after hours.

At least one estimate for repair is required. **All accident-related estimates must be submitted to the DAS Fleet Risk manager and approved prior to any repairs being made.**

It is strongly recommended that a State contract holder be your first choice for service. For a listing of current contracted auto-body vendors, visit the [DAS Fleet Services website](#) for links to the [statewide auto-body list](#) or [map](#).

For glass repairs, [Safelite AutoGlass](#) or the nearest glass shop may be used. In the Des Moines area, [Kryger Glass](#) may be used. No accident report is required for glass repairs.

LIABILITY AND COMPREHENSIVE/COLLISION COVERAGE

The State of Iowa is self-insured. The inception of the State's self-funded liability program and Defensive Driving classes have contributed to lowering accident rates (see required training on page 6). This has allowed Fleet Services to maintain reduced rates to the departments for liability coverage.

Fleet Services will provide claims administration for employees driving state vehicles on official business as follows:

1. Provide protection from liability claims for medical, hospital, property damage, loss of income, etc. This will be administered in accordance with the applicable laws of the state in which the accident/incident occurred and [Code of Iowa chapter 669](#). Settlement for all losses is the sole responsibility of Fleet Services.
2. Provide protection for collision and comprehensive damage to state owned vehicles.
3. Restitution of losses for any collision and comprehensive damages to state owned vehicles caused by the negligence or fault of another party. Settlement for all losses is the sole responsibility of Fleet Services.

Collision and comprehensive coverage is subject to a \$500.00 deductible. Repair costs up to the \$500.00 deductible are the responsibility of the department to which the vehicle is assigned (with the exception of motor pool vehicles).

When a vehicle's damage estimate is more than 50% of the value of the vehicle; the vehicle will be considered "totaled," using the NADA adjusted clean retail value.

The Fleet Services, Risk Manager is solely responsible for obtaining restitution of collision and comprehensive losses caused by the negligence or fault of other persons. The assigned driver and department personnel must cooperate to provide all information requested in a timely manner to effect resolution of a claim. Any amounts recovered will be credited to both the department and the insurance fund based on the percentage of damage recovered. The monthly billing received from

Fleet Services will credit amounts recovered as an accident settlement. The state driver is responsible for submitting to Fleet Services one estimate of repair. The Risk Manager of Fleet Services will authorize repairs to a damaged state vehicle upon receipt of proper documentation. Injuries to state employees will be processed in accordance with the Iowa Worker's Compensation law.

LOSSES RESULTING FROM THEFT OR NATURAL DISASTERS

Damages to state-owned vehicles caused by theft or natural disasters may be covered by the state's self-funded automobile program. In cases resulting in loss from theft or natural occurrences such as hail, tornados, floods, etc., agencies working with DAS may apply to the Executive Council for financial relief under the provisions [Code of Iowa section 29C.20\(1\)](#). This relief is intended to reimburse agencies for unanticipated expense resulting from the theft or natural disaster that would otherwise cause an adverse hardship to the agency's operating budget. All claims must be submitted within 24 hours from the occurrence (weekends and holidays excluded) to the State Auditor. Agencies not adhering to this process may be responsible for the full cost of repairs.

COVERAGE LIMITATIONS FOR PERSONAL VEHICLES

Any personally owned vehicle used on state business must be covered by a separate personal insurance policy per [11 IAC 103.12\(5\)\(b\)](#). Coverage for any incident/accident is to be processed by the personal insurance company with the state's self-funded program as excess protection only. Repairs to personally owned vehicles are the responsibility of the owner of the vehicle. The State of Iowa will not be responsible for damages to personally owned vehicles. Any potential liability claims involving personally owned vehicles must be reported according to the accident reporting procedures. Excess protection means the insurer of the owner of the vehicle provides basic protection and the state provides protection when the owner's insurance coverage is exhausted.

IV. DAS MOTOR POOL

MOTOR POOL HOURS

The DAS Fleet Motor Pool office is located at the DAS Fleet building two blocks west of the Capitol at 301 E. 7th. Office hours for vehicle rentals are between 6:00 a.m. and 4:30 p.m. on Monday and 7:00 a.m. to 4:30 p.m. on Tuesday through Friday. These hours are strictly enforced.

ONLINE VEHICLE RESERVATIONS – AGILE FLEETCOMMANDER

Effective in FY17, DAS Fleet Services implemented Agile FleetCommander – a new online motor pool reservation system to provide agencies with greater customer service and convenience, including automated mileage reporting for billing accuracy.

A link to the user-friendly reservation system is available on the [DAS Fleet Motor Pool](#) website: <https://iowa.agilefleet.com/Login.asp>

A user account must be created before a reservation can be made, and new account requests must be approved by the agency before access is granted. Once an account is created in FleetCommander, instructions for using the system – including making, changing or canceling reservations – are also available on the DAS motor pool website.

When making reservations, please keep in mind that vehicles are assigned based on:

- the most efficient and practical vehicle for the number of passengers indicated
- the type of assignment
- vehicle availability

The following vehicle classifications will be adhered to for the number of passengers per [11 IAC 103.4](#):

- Compact sedan or wagon: 1-2 passengers
- Mid-size sedan: 3 or more passengers
- Full size sedan: 4 or more passengers
- Mini-van: 3 or more passengers

Operator Requirements and Responsibilities

Per [11 IAC 103.6](#), all drivers of motor pool vehicles must possess a valid U.S. driver's license. For insurance purposes, the Motor Pool office must have a list on file of all persons who will be operating motor pool vehicles, including the driver's name, license number, and state of issue, expiration date of license, and driver's date of birth.

The operator of the vehicle has, but is not limited to, the following responsibilities:

- Safe operation and security of the vehicle until it has been returned to the Motor Pool.
- Strictly adhere to all traffic and parking laws. A practice of road courtesy at all times. YOU are responsible for all traffic and parking violations. Any citations received by the Motor Pool office shall be forwarded to the department (or organization) that reserved the vehicle. Speeding in a motor pool vehicle will result in a 90-day suspension of driving privileges.
- Safety belts are to be worn by all occupants of the vehicle at all times the vehicle is in motion. The driver is responsible for ensuring that all occupants comply with this requirement!
- Written approval from the DAS Fleet Services manager is required before motor pool vehicles may be driven home before or after an authorized trip. Vehicles needed before 7:00 a.m. must be checked out the previous day and parked overnight on the 3rd floor of the Capitol Complex Parking Structure at 650 E. Grand near the reservation area.
- If an authorized driver lives in the same direction as his or her destination, he or she may take the vehicle home prior to the trip with the authorization of the DAS Fleet Services manager. Such a request must be included in the notes section of the online motor pool reservation prior to the assignment of a vehicle.
- Only authorized State of Iowa staff and authorized non-State employees may operate a motor pool vehicle. The vehicle may be used only for State of Iowa business. No one, other than State of Iowa employees and authorized non-State employees, may ride in a State of Iowa vehicle unless they are performing work on behalf of the State of Iowa.
- SMOKING IS STRICTLY PROHIBITED IN ALL MOTOR POOL VEHICLES. Domestic and non-domestic animals are NOT allowed in the vehicles with the exception of seeing-eye, hearing-ear, and service dogs.
- Vehicles are not to be used for towing. No objects are to be placed, mounted, or tied to the outside of any motor pool vehicle. Damage resulting from any of these conditions will be the responsibility of the requestor's department (or organization).

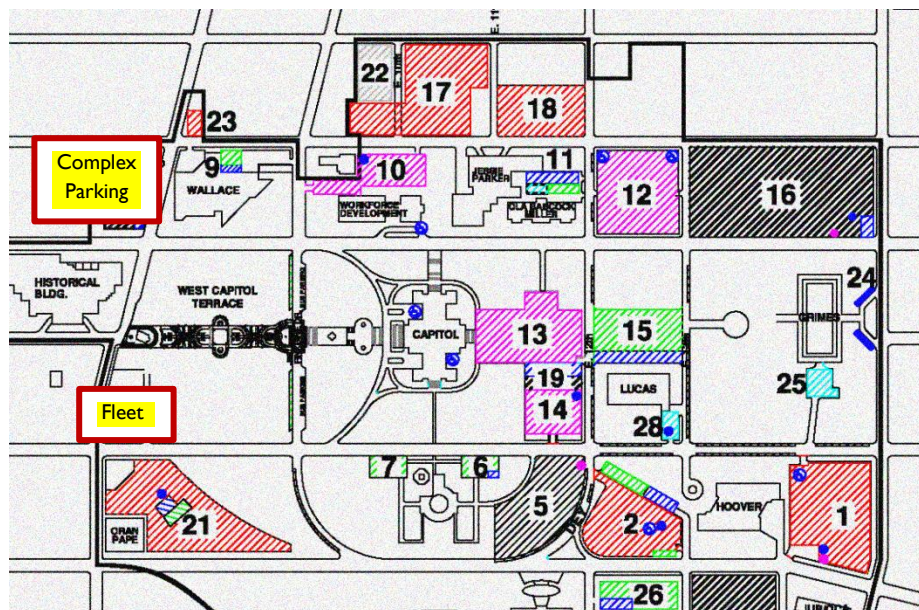
- Vehicle damage resulting from abuse is subject to payment by the driver's department (or organization).

Vehicle Pick Up

Keys may be picked up from the DAS Motor Pool office, located at 301 E 7th St., during office hours from 6:00 a.m. to 4:30 p.m. Monday, and 7:00 a.m. to 4:30 p.m. Tuesday through Friday. If anyone other than the driver will be picking up keys, please identify that individual in the notes section of the online reservation.

Reservation confirmations include a confirmation number and assigned vehicle number. Motor Pool vehicles are located in the Capitol Complex Parking Structure in Des Moines at 650 E Grand. The vehicle's parking spot is indicated on the keys. Spot #1 starts on the 3rd level. Each vehicle also has a DAS Fleet WEX gas card attached to the keys.

Driver and passengers may park their personal vehicle(s) in any open space in the parking structure (at no charge).



Vehicle Return

Drivers returning between 7:00 a.m. and 4:30 p.m. shall:

- Park vehicles in the assigned spot (designated on the back of the keys) on the 3rd floor of the Capitol Complex Parking Structure in Des Moines at 650 E Grand.
- Make sure returned motor pool vehicles are refueled (the DAS Fleet fuel island is located at E. 7th and Court Avenue) and locked, all lights are turned off, and vehicles are free of trash or excessive debris. (A \$20 will be assessed if clean-up is required.)
- Deposit the keys and WEX fuel card in the night drop box located in stairwell on the 3rd floor. To ensure efficient vehicle utilization and use by other agencies, keys and WEX cards must be returned promptly upon the conclusion of each trip. Failure to turn in the WEX fuel

card with the keys will result in the assessment of daily late fees until the card is returned. If the WEX card has not been returned by noon of the second business day after the completion of travel, the driver's agency will be assessed a replacement card fee of \$12.50.

Extensions, Cancellations, and Late Returns

Agencies wishing to extend or cancel a vehicle reservation must do so prior to travel by updating the reservation in the online reservation system or contacting DAS Fleet Motor Pool at 515-281-5123. Extension approvals are subject to vehicle availability and cannot be guaranteed; DAS Motor Pool will assist agencies with other arrangements if needed.

Penalties for late returns and failure to pick up a reserved vehicle will be assessed as follows:

Late Return		Failure to Pick Up Vehicle	
½ hour up to 1 ½ hours	\$15	½ hour up to 4 hours late	N/C
1 ½ hours up to 8 hours	\$25	4 hours to 8 hours late	\$20
8 hours up to 24 hours	\$30	After 8 hours	\$50 and reservation is cancelled

ENTERPRISE RENT-A-CAR

The State of Iowa has contracted with Enterprise Rent-A-Car for statewide transportation when motor pool vehicles are not available. Arrangements can only be made by DAS Fleet Services. Contact the DAS Fleet Motor Pool at 515-281-5123 for assistance. (DAS Fleet Services will provide a WEX fuel card for use with Enterprise vehicles.)

MECHANICAL PROBLEMS AND ROAD REPAIRS

While DAS Fleet Services strives to maintain its fleet of vehicles in the best possible condition, breakdowns do occur. Vehicles that develop mechanical problems in the Des Moines area should be returned for replacement. If it is impractical to operate the vehicle, DAS Fleet Motor Pool will make every effort to assist the customer to minimize lost time and inconvenience. However, DAS Fleet Services shall not be liable for any costs incurred by the travelers other than the actual cost to repair the vehicle. This specifically includes room and board.

If a motor pool vehicle has a mechanical breakdown while on the road, please use the following procedures:

1. For **Minor repairs** (i.e., estimated to cost less than \$300), the traveler is authorized to have the vehicle fixed. Vendors should bill the State of Iowa directly and send invoices to:
Iowa Department of Administrative Services
Attention: DAS Finance
Hoover Building, 3rd Floor
1305 E Walnut Street
Des Moines, IA 50319-0150

2. For **Major repairs** (i.e., estimated to cost more than \$300), the traveler must obtain prior authorization by contacting the DAS Fleet Services Garage at 515-281-3162 during regular business hours (Monday-Friday, 7:00 a.m.-4:30 p.m.).

DAS Fleet Services will reimburse the traveler for repair costs paid by cash, check, or personal credit card. Detailed receipts are required, and a travel payment must be submitted.


INCLEMENT WEATHER

In the event of adverse weather conditions, DAS Fleet Motor Pool:

- may restrict the issuance of motor pool vehicles in order to ensure driver safety and to conserve state property
- will rely upon the advice of road reports issued by the Department of Public Safety and/or Department of Transportation for the intended travel route to the driver's destination
- may cancel or postpone a vehicle reservation if any part of the route or destination is reported to be 75% or more snow and ice covered, or if one or more of the nine geographic areas defined by the Department of Public Safety or Department of Transportation is included in their recorded road reports

Under such circumstances, department travel is also strongly discouraged. Authorized drivers are encouraged to phone 1-800-288-1047 to receive the latest road condition report during inclement weather from November 15 to April 15 prior to receiving their vehicle.

All drivers of department assigned vehicles, except those driving in emergency response situations, are urged to consult the Department of Public Safety or Department of Transportation road reports prior to travel during inclement weather. If the Department of Public Safety or Department of Transportation has issued a “no travel advisory,” all state vehicle travel will be suspended with the exception of Public Safety vehicles.

 <p>Iowa Department of Administrative Services <i>Service • Efficiency • Value</i></p>	<p>DAS Fleet Services 301 E. 7th St., Des Moines, IA 50319 https://das.iowa.gov/procurement/fleet-services</p> <p>DAS Fleet Services: 515-281-5122 <u>Office Hours:</u> Monday-Friday, 8:00 am – 4:30 pm</p> <p>DAS Fleet Risk: 515-725-2243 <u>Office Hours:</u> Monday-Friday, 8:00 am – 4:30 pm</p> <p>DAS Fleet Garage: 515-281-3162 <u>Garage Hours:</u> Monday-Friday, 7:00 am – 4:30 pm</p> <p>DAS Fleet Motor Pool: 515-281-5123 <u>Hours:</u> Monday, 6:00 am – 4:30 pm; Tuesday-Friday, 7:00 am – 4:30 pm</p> <p>After Hours Contacts: DAS Fleet Services/Risk manager 515-897-8728 DAS Fleet Garage supervisor 515-802-7792</p>
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